

Public Service Commission of South Carolina  
101 Executive Center Dr., Suite 100  
Columbia, SC 29210

Phone: 803-896-5100  
Fax: 803-896-5199  
www.psc.sc.gov

Date: 8/28/2014



## Complaint Form

2014-367E

### Complainant or Legal Representative Information:

Name: chris gurga  
Firm (if applicable):  
Mailing Address: 1625 flaming st ext  
City, State Zip: laurens sc 29360 Phone: 8648721667  
E-mail: chris@gurga.com

Name of Utility Involved in Complaint: duke energy

NOTE: If AT&T is the utility involved, please complete the attachment located at the end of this form.

### Type of Complaint (check appropriate box below)

- ☐ Billing Error/Adjustments
- ☐ Meter Issue
- ☐ Payment Arrangements
- ☒ Deposits and Credit Establishment
- ☐ Service Issue
- ☐ Disconnection of Service Water Quality
- ☐ Wrong Rate
- ☐ Line Extension Issue
- ☐ Refusal to Connect Service
- ☐ Other (be specific)

Have you contacted the Office of Regulatory Staff (ORS)? ☒ Yes ☐ No

Name of ORS Contact: Takisha Anderson

### Concise Statement of Facts/Complaint:

I was assessed a deposit after 10 years of power service. The bill has always been paid never been disconnected but it has been late many times, I do not feel I have been sufficiently warned as I have been told the bill says MAY be charged a deposit. It is not specific or give specifics. IE if your late 6 times you will be /if your late 10 times you will be. it does not give a final warning as to rectify the situation.

### Relief Requested:

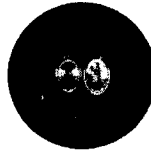
I ask the deposit be dropped, I have voluntarily offered auto pay accessibility to duke as to make sure payments are on time. clarification on wording so no one else has the same bad surprise.

I GIVE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA PERMISSION TO PUBLISH THIS COMPLAINT AND ITS CONTENTS ON THE COMMISSION'S WEBSITE (dms.sc.gov). ☒ Yes ☐ No

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*Chris Gurga* of 3

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**VERIFICATION**

Internal Use Only

STATE OF SOUTH CAROLINA )

Processed By      Date

)

COUNTY OF      laurens )

H.E.

I,      chris gurga      verify that I have read my complaint filed on

and know the contents thereof, and that said contents are true.      chris gurga      8/28/2014